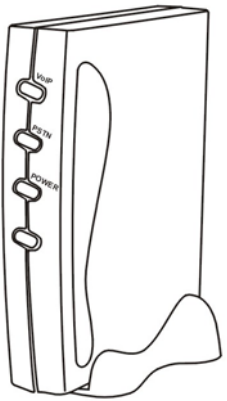
ARTECH

(AD200) USB Voip Adaptor
SkyGate



User's Manual

ARTECH

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ARTECH

Welcome

The SkyGate USB VoIP Adaptor is an exciting new device that let's you make and receive Skype™ calls using your standard telephone handset.

After you follow the simple installation you will be able to do the following:

1. Continue to make and receive regular calls as you normally do
2. Make and receive Skype™ calls using your standard telephone
3. Forward Skype™ calls to your mobile phone
4. Make Skype™ calls from your mobile phone even when you are away from your computer
5. Switch between a Skype™ call and a regular phone call

Please view the readme.txt that is installed with the SkyGate driver. It lists any known issues that may exist.

Package Contents

The SkyGate USB VoIP Adaptor package includes the following

1. **AD200 USB VoIP Adaptor**
2. **USB Cable**
3. **Telephone Cable**
4. **CD-ROM**
5. **Main Unit Stand**
6. **User's manual**

Requirements

In order to install the SkyGate USB VoIP Adaptor you will need the following:

1. SkyGate Adaptor
2. USB cable
3. RJ11 cable
4. Telephone (regular telephone, cordless phone, DECT phone, …)
5. Telephone service (for conf call, 3 way calling and forwarding features)
6. Broadband internet service is recommended
7. PC with the following minimum specifications:
   - Pentium 400MHz or equivalent
   - Windows 2000 or XP
   - Available USB port (1.0, 1.1 or 2.0)
   - Skype™ version 1.1.079 or higher (www.skype.com) must be installed
   - 128MB RAM
   - 10MB available hard disk space
   - CD-ROM drive to install SkyGate software from the supplied CD-ROM

Note that the SkyGate Adaptor must be connected directly to the PC USB port or to an AC Powered USB hub. It CANNOT be installed on a bus powered USB hub.

SkyGate Installation

DO NOT CONNECT THE SKYGATE ADAPTER TO BY YOUR COMPUTER UNTIL INSTRUCTED TO DO SO BY THE SKYGATE INSTALLATION WIZARD

The following instructions will guide you to through the process of installing the SkyGate USB VoIP Adaptor.

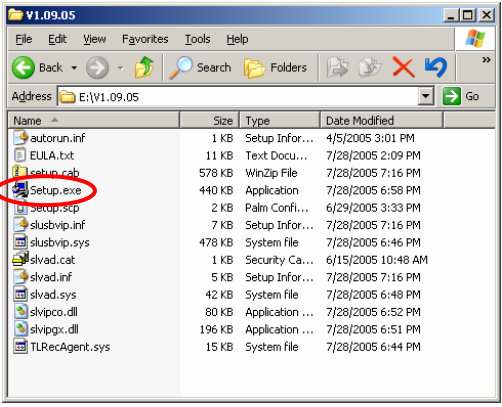
The installation procedure is to:

- Install Skype™ (step 1 below)
- Start the SkyGate SW installation (step 2 below)
- Plug in the SkyGate adapter WHEN INSTRUCTED TO DO SO (step 2 below)
- Verify the installation is OK (step 3 below)
- Connect a telephone handset to the SkyGate adapter (step 4 below)
- Connect the SkyGate adapter to the wall jack (step 5 below). Note that this is optional and only required for the forwarding and conferencing features.
- Use your SkyGate adapter to make and receive Skype™ calls

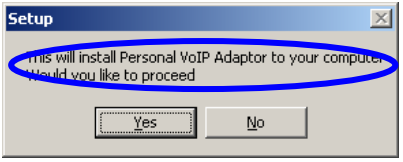
The detailed instructions follow:

STEP 1: If Skype™ is not already installed on your computer, visit http://www.skype.com and follow the instructions there to install Skype™. Verify that Skype™ is working before installing the SkyGate adapter.

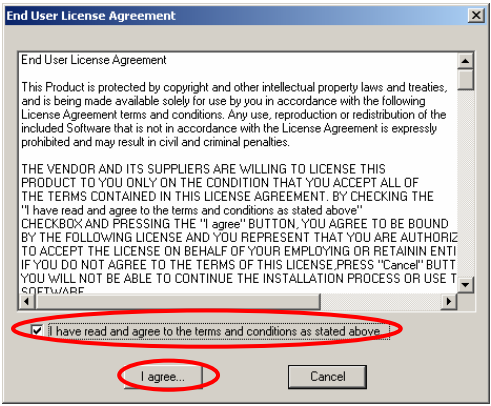
STEP 2: Insert the supplied CD-ROM into your PC CD-ROM drive. The installation should start automatically. If not, open the installation folder on the CD-ROM and double click on the **setup.exe** program as shown below.


V1.09.05
File Edit View Favorites Tools Help
Back Search Folders
Address E:\V1.09.05
Go
Name Size Type Date Modified
autorun.inf 1 KB Setup Infor... 4/5/2005 3:01 PM
EULA.txt 11 KB Text Docu... 7/28/2005 2:09 PM
setup.cab 578 KB WinZip File 7/28/2005 7:16 PM
Setup.exe 440 KB Application 7/28/2005 6:58 PM
Setup.scp 2 KB Palm Confi... 6/29/2005 3:33 PM
slusbvip.inf 7 KB Setup Infor... 7/28/2005 7:16 PM
slusbvip.sys 478 KB System file 7/28/2005 6:46 PM
slvad.cat 1 KB Security Ca... 6/15/2005 10:48 AM
slvad.inf 5 KB Setup Infor... 7/28/2005 7:16 PM
slvad.sys 42 KB System file 7/28/2005 6:48 PM
slvipco.dll 80 KB Application ... 7/28/2005 6:52 PM
slvipgx.dll 196 KB Application ... 7/28/2005 6:51 PM
TLRecAgent.sys 15 KB System file 7/28/2005 6:44 PM

You will see the following popup. Press Yes to proceed or No to cancel.

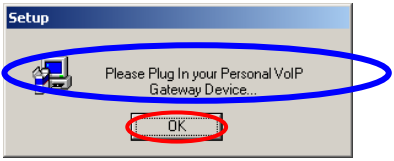


You will see the End User License Agreement. Click the “I have read …” checkbox and press the *I Agree* button as shown below.


End User License Agreement
End User License Agreement
This Product is protected by copyright and other intellectual property laws and treaties, and is being made available solely for use by you in accordance with the following License Agreement terms and conditions. Any use, reproduction or redistribution of the included software that is not in accordance with the License Agreement is expressly prohibited and may result in civil and criminal penalties.
THE VENDOR AND ITS SUPPLIERS ARE WILLING TO LICENSE THIS PRODUCT TO YOU ONLY ON THE CONDITION THAT YOU ACCEPT ALL OF THE TERMS CONTAINED IN THIS LICENSE AGREEMENT. BY CHECKING THE "I have read and agree to the terms and conditions as stated above" CHECKBOX AND PRESSING THE "I agree" BUTTON, YOU AGREE TO BE BOUND BY THE FOLLOWING LICENSE AND YOU REPRESENT THAT YOU ARE AUTHORIZ TO ACCEPT THE LICENSE ON BEHALF OF YOUR EMPLOYING OR RETAININ ENTI IF YOU DO NOT AGREE TO THE TERMS OF THIS LICENSE,PRESS "Cancel" BUTT YOU WILL NOT BE ABLE TO CONTINUE THE INSTALLATION PROCESS OR USE T
I have read and agree to the terms and conditions as stated above
I agree...
Cancel

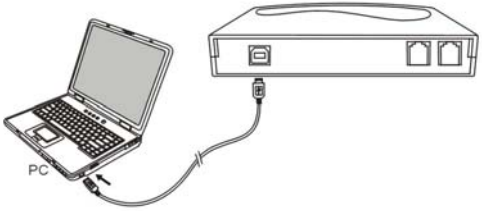
You will see the following progress bar below indicating that the installation is proceeding.

Wait until you see the following popup and press the OK button.



Connect the USB cable to the SkyGate adapter USB port as shown below:

The other end of the USB cable must be connected to a USB port on your computer as shown below,



or to an AC Powered USB hub.

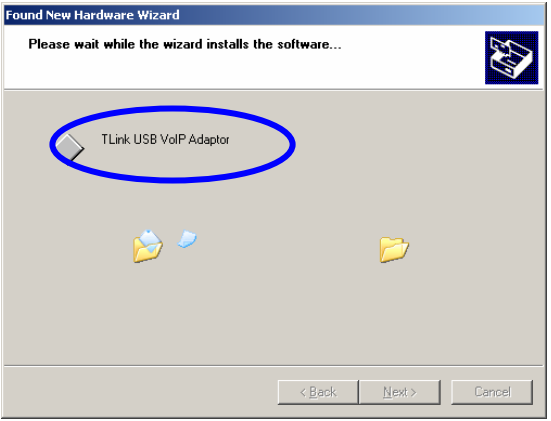
The SkyGate Adapter MUST not be connected to a bus powered USB hub.

You will see the following Windows *New Hardware Found Wizard*.

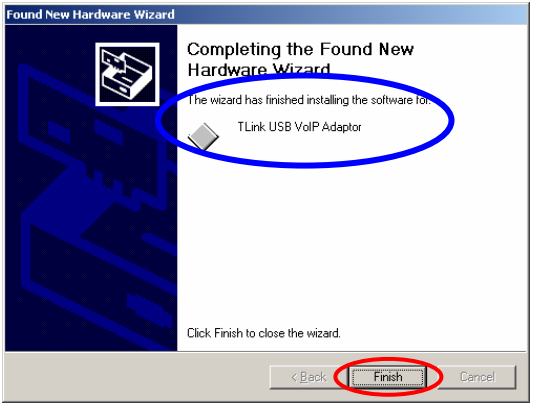
Found New Hardware Wizard
Welcome to the Found New Hardware Wizard
This wizard helps you install software for:
USB Device
If your hardware came with an installation CD or floppy disk, insert it now.
What do you want the wizard to do?
Install the software automatically (Recommended)
Install from a list or specific location (Advanced)
Click Next to continue.
< Back
Next >
Cancel

Select *Install the software automatically (Recommended)* and press the **Next** button.

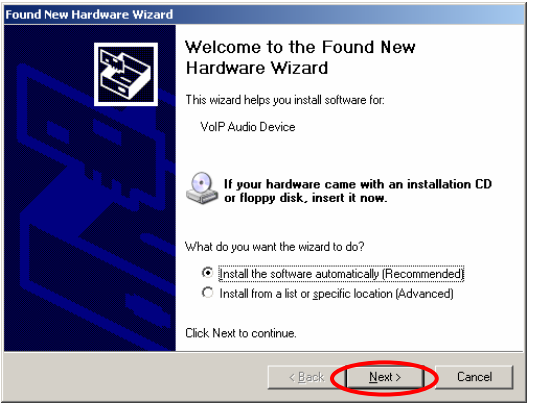
The installation will continue and you will see the following screen.



When you see the following screen, press the **Finish** button.

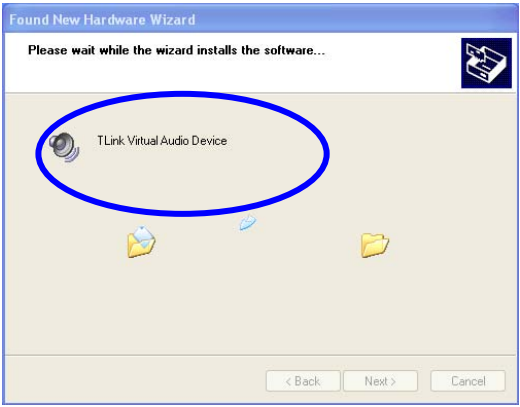

Found New Hardware Wizard
Completing the Found New Hardware Wizard
The wizard has finished installing the software for:
TLink USB VoIP Adaptor
Click Finish to close the wizard.
< Back
Finish
Cancel

Then you will see the following Windows *New Hardware Found Wizard* screen.

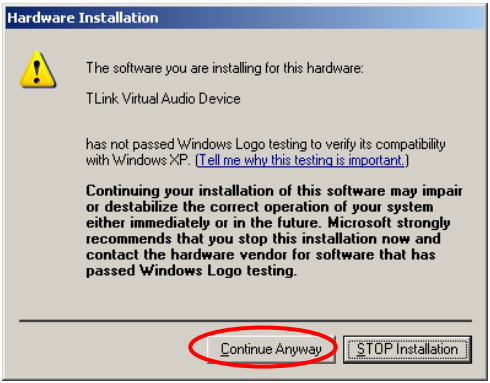

Found New Hardware Wizard
Welcome to the Found New Hardware Wizard
This wizard helps you install software for:
VoIP Audio Device
If your hardware came with an installation CD or floppy disk, insert it now.
What do you want the wizard to do?
Install the software automatically (Recommended)
Install from a list or specific location (Advanced)
Click Next to continue.
< Back
Next >
Cancel

Select *Install the software automatically (Recommended)* and press the **Next** button.

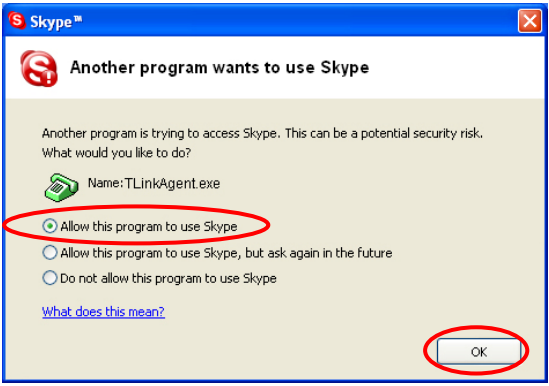
The installation will continue and you will see the following screen.



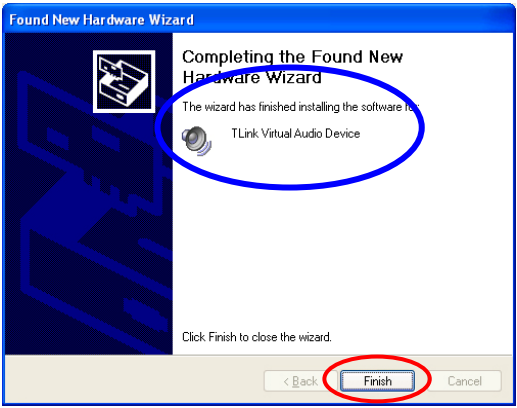
When you see the following screen, press the **Continue Anyway** button.


Hardware Installation
The software you are installing for this hardware:
TLink Virtual Audio Device
has not passed Windows Logo testing to verify its compatibility with Windows XP. (Tell me why this testing is important.)
Continuing your installation of this software may impair or destabilize the correct operation of your system either immediately or in the future. Microsoft strongly recommends that you stop this installation now and contact the hardware vendor for software that has passed Windows Logo testing.
Continue Anyway
STOP Installation

When you will see the following screen, select the option, "*allow this program to use Skype"* and press the **OK** button.


Skype™
Another program wants to use Skype
Another program is trying to access Skype. This can be a potential security risk.
What would you like to do?
Name: TLinkAgent.exe
Allow this program to use Skype
Allow this program to use Skype, but ask again in the future
Do not allow this program to use Skype
What does this mean?
OK

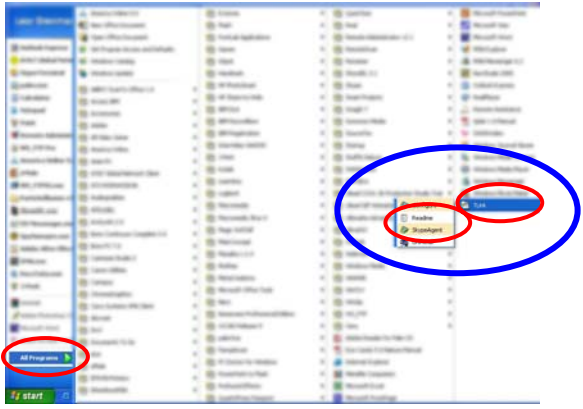
When you see the following screen, press the **Finish** button.


Found New Hardware Wizard
Completing the Found New Hardware Wizard
The wizard has finished installing the software for:
TLink Virtual Audio Device
Click Finish to close the wizard.
< Back
Finish
Cancel

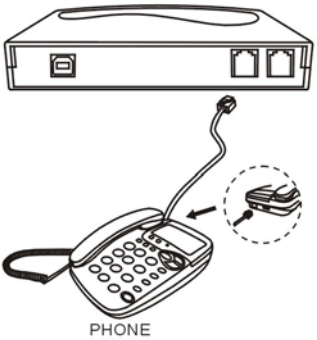
STEP 3: When the installation completes you should see the following message appear near your system tray and a new telephone icon (circled in red below) in your system tray as shown below.

The telephone icon indicates that the SkyGate software is installed and running and that you can start making calls via Skype™ and the SkyGate adapter.

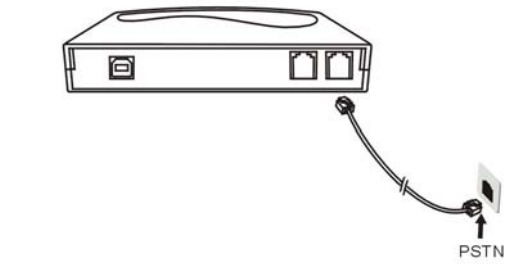
You will see a new program group named SkyGate, accessed from the Start button -> All Programs as shown below.



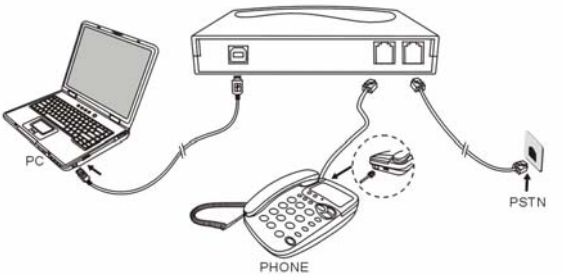
STEP 4: Connect a standard telephone handset to the SkyGate **phone** jack using a telephone cable as shown below



STEP 5: Connect a telephone cable between the SkyGate **line** jack and a wall jack as shown below. Note that this is only required for making regular phone calls or for forwarding Skype calls to your mobile (or other off-site) phone or for toll bypass applications.



You final configuration should resemble the following.

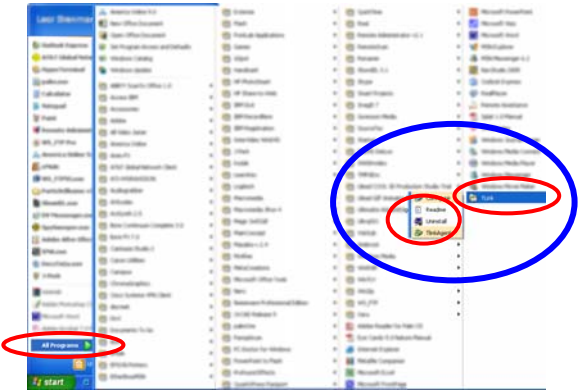


Enabling skyGate

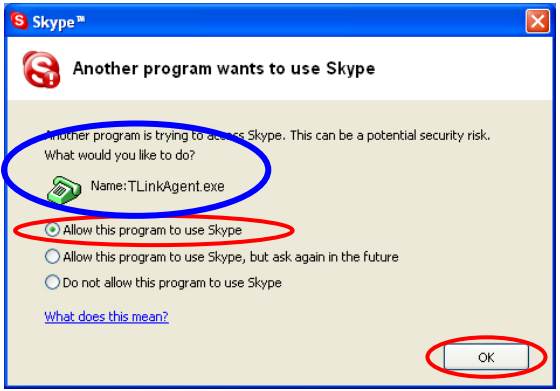
In order to use SkyGate and it's features, (1) the SkyGate adapter must be plugged into the PC, (2) a telephone handset must be plugged into the SkyGate adapter, (3) the SkyGate adapter must be connected to the telephone wall jack[1] and (4) the SkyGate agent must be running (see green telephone in the Windows System Tray).

(note 1 – this is only required for making regular phone calls or for forwarding Skype calls to your mobile (or other off-site) phone or for toll bypass applications)

If the SkyGate Agent is not running (i.e. no green telephone in the system tray), make sure the SkyGate adapter is connected to the PC and start the SkyGate Agent as shown below (Start -> All Programs -> ARTECH->SkyGate -> SkyGate Agent):



You may see the following screen, select the option, "*allow this program to use Skype"* and press the **OK** button.


Skype™
Another program wants to use Skype
What would you like to do?
Name:TLinkAgent.exe
Allow this program to use Skype
Allow this program to use Skype, but ask again in the future
Do not allow this program to use Skype
What does this mean?
OK

You should now see the SkyGate agent in the Windows System Tray as shown below.

You are now ready to use the SkyGate Personal VoIP Gateway.

SkyGate States

When the SkyGate adapter is installed and the software is installed properly, then you will see a green phone in the system tray as shown below.

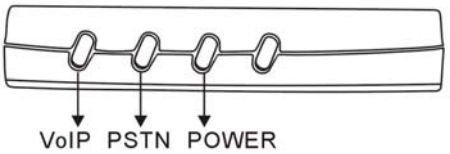
If the SkyGate agent is running and the SkyGate adapter is removed or Skype is not running, then the telephone will be red as shown below.

During an incoming or outgoing Skype call, the telephone handset will jiggle as shown below, indicating an VoIP call is being initiated.

When the SkyGate agent is not running, there is no phone in the system tray.

SkyGate Adaptor LEDs

The SkyGate adaptor typically has 3 LEDs as illustrated below. Note that the colors or number of LEDs on your SkyGate may be different.

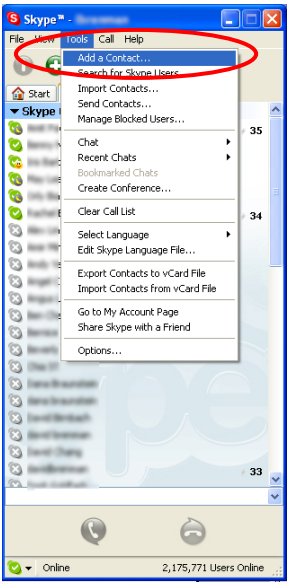


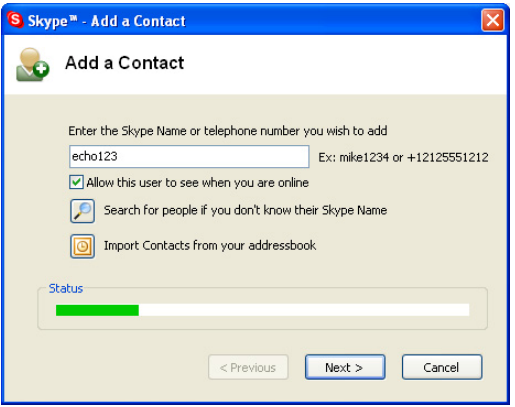
- When the SkyGate adapter is installed and the software is installed properly, then the power LED will be lit red indicating the SkyGate adaptor is receiving power.
- The PSTN LED indicates a PSTN call
- The VoIP LED indicates a VoIP call

Testing SkyGate

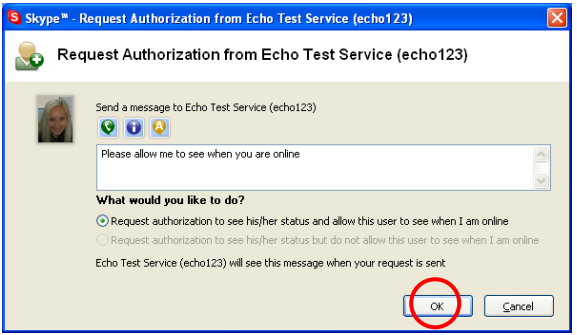
Skype provides a useful feature to test your connection. It is called Echo123. If you send “callme” in a chat with echo123, the echo123 service will call you and let you leave a message which will be played back to you. This will help you verify that the SkyGate adapter, SkyGate driver and the telephone are all connected and installed properly.

Add Echo123 to your Skype contact list from the Skype Tools menu -> Add to Contact List entry as shown below:

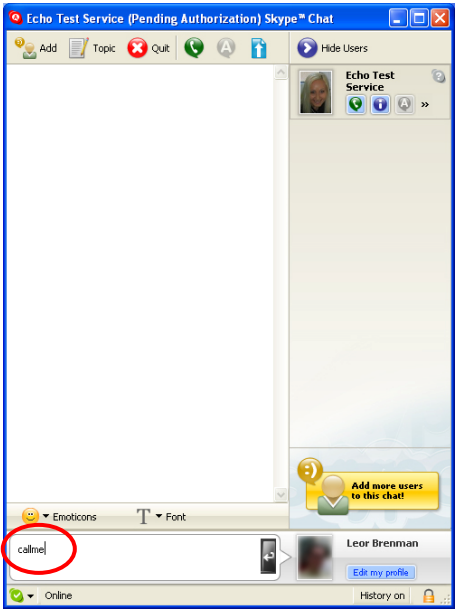



Skype™ - Add a Contact
Add a Contact
Enter the Skype Name or telephone number you wish to add
echo123
Ex: mike1234 or +12125551212
Allow this user to see when you are online
Search for people if you don't know their Skype Name
Import Contacts from your addressbook
Status
< Previous
Next >
Cancel

When Echo123 is added, click on the chat button as shown below.


Skype™ - Request Authorization from Echo Test Service (echo123)
Request Authorization from Echo Test Service (echo123)
Send a message to Echo Test Service (echo123)
Please allow me to see when you are online
What would you like to do?
Request authorization to see his/her status and allow this user to see when I am online
Request authorization to see his/her status but do not allow this user to see when I am online
Echo Test Service (echo123) will see this message when your request is sent
OK
Cancel

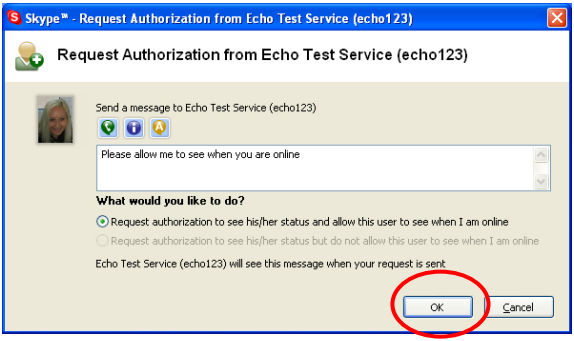
You will see the following chat screen and you should enter “callme” and press the Enter key on your keyboard.



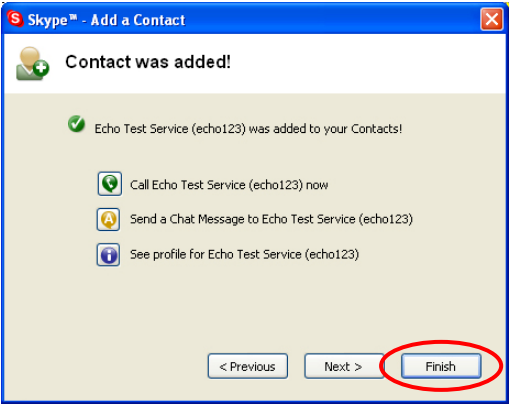
Within 10-20 seconds, you should see the following screen,

and the telephone connected to the SkyGate adapter should ring. Pick up the handset and follow the instructions. The Echo Test Service will ask you to leave a message which will be played back immediately. This will help you verify that the SkyGate adapter, SkyGate driver and the telephone handset are all connected and installed properly.

When the test concludes you can press OK on the following screen.


Skype™ - Request Authorization from Echo Test Service (echo123)
Request Authorization from Echo Test Service (echo123)
Send a message to Echo Test Service (echo123)
Please allow me to see when you are online
What would you like to do?
Request authorization to see his/her status and allow this user to see when I am online
Request authorization to see his/her status but do not allow this user to see when I am online
Echo Test Service (echo123) will see this message when your request is sent
OK
Cancel

and then press Finish on the following screen.


Skype™ - Add a Contact
Contact was added!
Echo Test Service (echo123) was added to your Contacts!
Call Echo Test Service (echo123) now
Send a Chat Message to Echo Test Service (echo123)
See profile for Echo Test Service (echo123)
< Previous
Next >
Finish

Making and Receiving Calls

You can continue to use the telephone handset connected to the SkyGate adapter to make and receive standard telephone calls as you used without any change. To make a standard phone call, just pick up the handset and dial as you normally would. To answer (receive) a standard phone call just pick up the handset when the phone rings.

When you receive an incoming Skype™ call, the handset connected to the SkyGate adapter will ring. If you handset supports Alphanumeric Caller ID, then the Skype username will be displayed on the handset's screen where the standard caller ID information is displayed. To answer the call, just pick up the handset and speak as you normally would. To end the call, simply hang up the handset as you normally would.

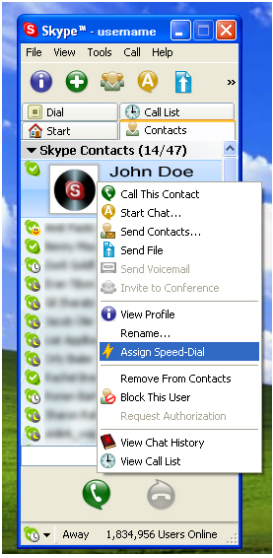
If you have SkypeOut™, you can use the SkyGate connected handset to make SkypeOut™ calls by picking up the handset, pressing ##, to indicate to the SkyGate adapter that this is not a standard call but a Skype call, dialing as per the SkypeOut™ recommended dialing sequence, *00 + country code + telephone number* (e.g. 001 617 555 1212) and pressing the asterisk (*) key.

In order to make a call to a Skype™ contact, you will need to use the Skype™ program to assign a speed dial (as described in the next section) to each person you would like to call from the SkyGate connected handset. Then simply pick up the handset, press ##, to indicate to the SkyGate adapter that this is not a standard call but a Skype call, you will hear a new dial-tone, press the speed dial number (e.g. 22) and then press the asterisk (*) key.

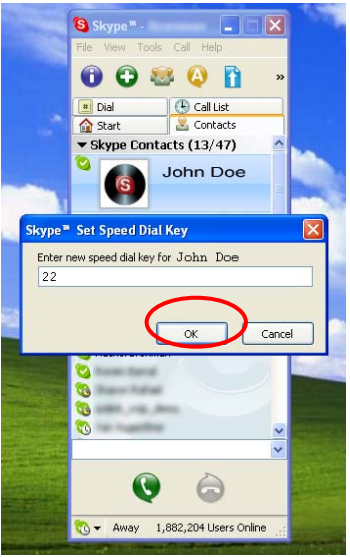
Setting Up Skype Speed Dial

This section describes how to setup speed dials in Skype™. This is required in order to use a SkyGate connected handset to dial to a Skype™ contact. It is not required for making SkypeOut™ calls using a SkyGate connected handset.

Step 1: Right click on the desired contact as shown below and select *Assign Speed-Dial*:



Step 2: Enter the desired speed dial number (e.g. 22) as shown below and press the O**K** button.



Step 3: You will now see an indication that the Skype™ contact has a speed dial associated with them as shown below.

Switching Between VoIP and Regular Calls

While on a regular phone call you may receive a Skype™ call or while on a Skype™ call you may receive a regular call. The SkyGate adapter will indicate an incoming call with an audible tone and you can switch between the two and back and forth by pressing #1.

While on a regular phone call, if you receive a Skype call, you can see the Skype username on your telephone (if it has alphanumeric CLID display).

Conference Call Between VoIP and Regular Calls

While on a regular phone call you may receive a Skype™ call or while on a Skype™ call you may receive a regular call. The SkyGate adapter will indicate an incoming call with an audible tone and you can conference in the additional caller by pressing #2.

3-Way Calling

During an active Skype call the user may press '#1' to put current Skype call on-hold and get a PSTN dial tone to establish a PSTN call.

You may then:

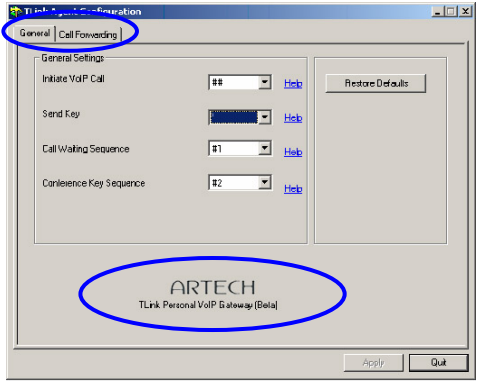
- Press '#1' to switch between active calls keeping current call on-hold
- Press '##' to terminate current call and switch to call on-hold
- Press '#2' to conference the calls together

Forwarding Calls

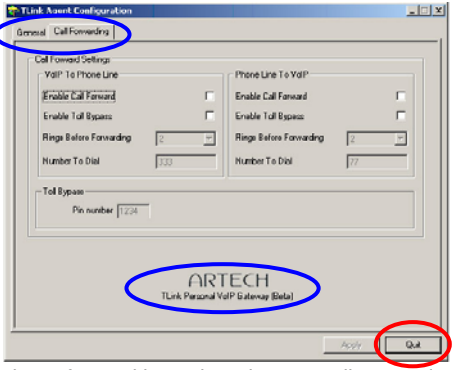
The SkyGate adapter can be configured to forward incoming Skype™ calls to another telephone number, such as your mobile phone. It can also forward incoming telephone calls to a Skype™ or SkypeOut™ call. Right click on the Skype

Agent (green telephone in the Windows System Tray) and select configure as shown below.

You will see the SkyGate configuration screen as shown below.

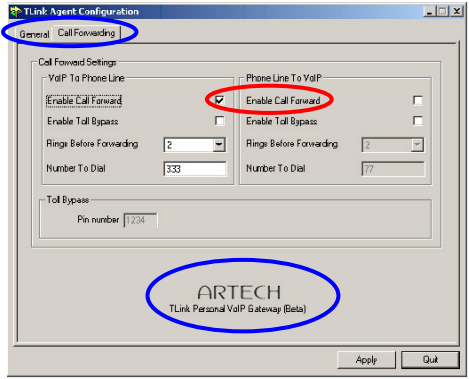


Press the Call Forwarding tab to see the Call Forwarding parameters as shown below.

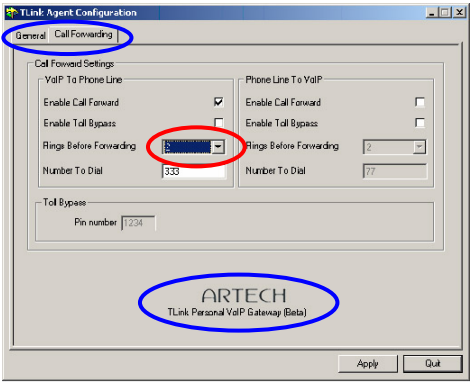


In order to forward incoming Skype™ calls to a telephone number such as your mobile phone, change the *VOIP to Phone Line* settings as follows:

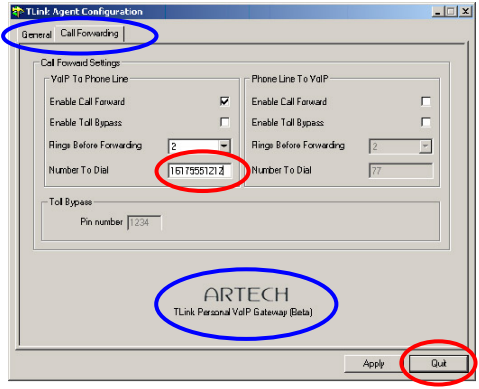
- Check the Enable Call Forward checkbox as shown below



Select the number of rings before the forwarding takes place as shown below.



- Then select the telephone that should be dialed on the telephone line and press the **Apply** and/or **Exit** button as shown below. Enter the telephone exactly as you would dial it if you were to pick up a telephone directly connected to the phone line.



If you are on a PBX, you may need to press a digit to get an outside line (i.e. 9). In this case you would enter 9,,,16175551212.

In order to forward incoming regular calls to a VoIP call, such as through SkypeOut™ or to a Skype account, enter speed dial number (e.g. 77) associated with the Skype User without the * key (as shown above).or enter the SkypeOut™ number (e.g. 0016175551212).

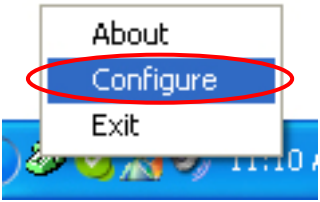
Toll Bypass

Toll bypass is similar to forwarding, except the incoming caller hears a beep, enters a password and then dials out an arbitrary number instead of fixed forwarding as described in the previous section.

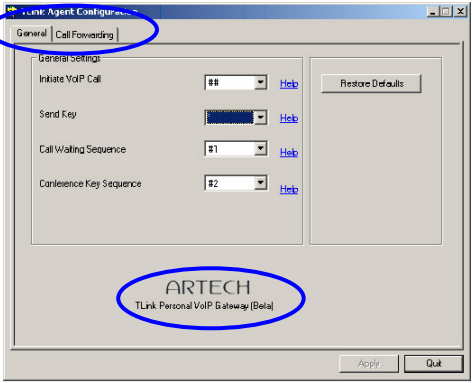
There are two common scenarios for this. You can call in from your mobile phone to the computer that the SkyGate adaptor is connected to and make a low cost SkypeOut international call. This is useful if you are in the same geographical location as SkyGate and want to make international calls.

The second common scenario is you Skype to the computer that the SkyGate adaptor is connected to and make a low cost local call over the PSTN line. This is useful if you are traveling abroad and want to make a low cost local call (in the geographical location that the SkyGate adaptor is in).

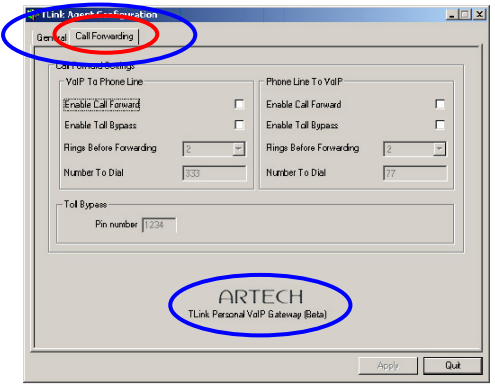
Right click on the Skype Agent (green telephone in the Windows System Tray) and select configure as shown below.



You will see the SkyGate configuration screen as shown below.

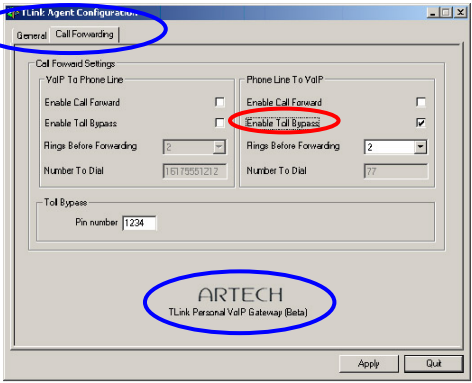


Press the Call Forwarding tab to see the Call Forwarding parameters as shown below.

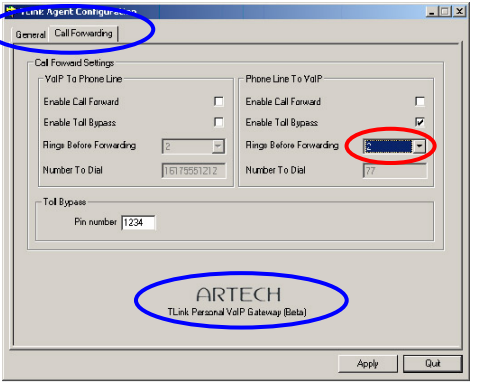


In order to enable toll bypass of incoming PSTN calls, change the *Phone Line to VOIP* settings as follows:

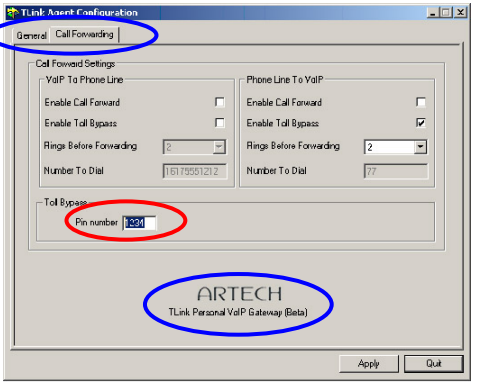
- Check the Enable Toll Bypass checkbox as shown below



- Select the number of rings before the forwarding takes place as shown below.



- Set your password and press apply as shown below



When you call into your telephone line you will hear a beep.

Enter the pin code followed by the * button and then enter the Skype speed dial (e.g. 77) or the SkypeOut telephone number (e.g. 00 + country code + telephone number) followed by the * button.

In order perform toll bypass on an incoming Skype call, enable Toll Bypass in the VoIP to Phone Line section. When you Skype into the SkyGate adaptor, you will hear a beep. Enter the pin code followed by the * button and then enter the telephone number you want to dial on the PSTN line followed by the * key.

As you can see in the screenshot above, when forwarding is enabled, the driver will disable the computer's ability to go to standby mode. When the computer tries to go into a standby mode, you will see the following popup:

If the computer goes to sleep, then toll bypass will not work. To turn this feature off, uncheck the "Disable Standby/Hibernate" check box.

Toll Bypass + Call Forward

If you enable both toll bypass and call forward, then the call forward number will only be dialed if you do not enter your pin code within 5 seconds.

Skype Voicemail

With TLink active, the attached telephone handset can be used to check for, and listen to your Skype voicemail.

When you have a new Skype voicemail that you have not listened to, you will hear an intermittent beep in the VoIP dial tone.

If you have no **new** voicemail (i.e. either no voicemail or voicemail that you have already listened to), the standard VoIP dial tone will be heard.

You can access your voice mail only when there is no call in progress.

In order to access your voicemail:

1. Pick up the attached telephone handset
2. Press '##' to get VoIP dial tone
3. If a new Skype voice message exists the VoIP dial tone will have an intermittent beep
4. Press '*' to access voice mail mode
5. Once in voice mail mode the first message is played automatically
6. At the end of each message a trailing 'beep" is played
7. At the end of the last messages a trailing 'beep-beep-beep' is played
8. During the playing of current message and within 5 seconds following the end of message the you can

press the 1, 2, 3, 9 in order to perform the following actions:

User Action	Key
Repeat current message	1
Delete current message, move to next	2
Keep current message, move to next	3
Delete all messages	9

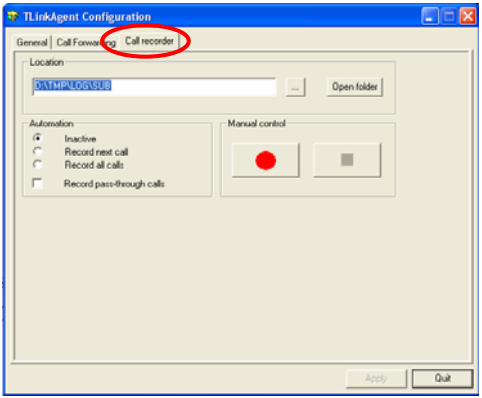
9. If you don't enter any valid key within 5 sec after message has ended, the system will behave as if you pressed '3'

To exit voicemail mode press '##" or place the attached telephone in the handset (i.e. on hook). Alternatively, pressing '#1' will also exit voicemail mode. In either case, the currently playing message will be stopped.

Recorder

With TLink active, the attached telephone handset can be used to check for, and listen to your Skype voicemail.

The call recorder is accessed and configured through the TLink Agent Call Recorder tab as shown below.



You can change the default location where the recordings will be stored by pressing the button (with three dots) immediately to the right of the location field. The folder containing the recordings can be accessed by pressing the Open Folder button. With the location folder open you can access the individual recordings.

Recordings are named according to the following naming convention:

Call_<time>_<date>.wav

For example, *Call_15-7-2005_11:55:45.wav.*

The wave files can be played through any application that supports wave files (e.g. Windows Media Player).

Recording is controlled by two mechanisms: automatic and manual.

Manual recording has two modes:

- Through the Call Recorder screen above - controlled by pressing the record (red dot) and stop (black square) buttons.
- From the telephone handset – controlled by pressing the **#7** keys (start recording) and **#8** keys (stop recording) on the telephone handset connected to TLink.

Automatic recording is controlled through the Call Recorder screen by selecting one of the following:

- Inactive – automatic recording is disabled
- Record Next Call – only the **next** call will be recorded
- Record All Calls – **all** calls will be recorded
- Record pass-through calls – forwarded calls are recorded

THE RECORDER IS STORING FILES TO YOUR HARD DISK DRIVE. SMART LINK IS NOT RESPONSIBLE FOR ANY ISSUES THAT ARISE FROM USING THE RECORDING FUNCTION.

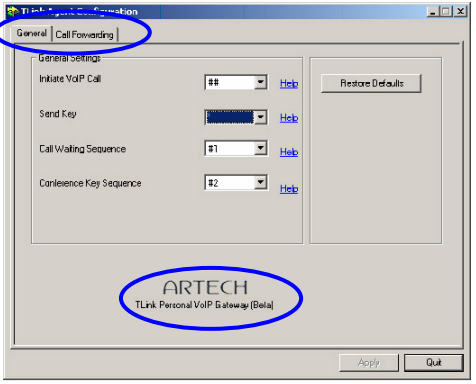
SMART LINK IS NOT REPSONSIBLE FOR ANY LEGAL ISSUES THAT MAY ARISE FROM RECORDING PHONE CALLS.

Changing the Default Settings

You can change the default settings for sending a call, activating a Skype™ call, switching between a Skype™ call and a regular call (call waiting) and conference calling, by running the SkyGate configuration.

Right click on the SkyGate agent and select Configure as shown below.

You will see the configuration tab as shown below.



The **Initiate VoIP Call** – press these keys to get a VoIP dial-tone. You can now dial a SkypeOut™ call or a Skype™ speed dial call from your telephone handset.

The **Send Key** – press this key following the phone number (or speed dial number) when making a VoIP call.

The **Call Waiting Sequence** – press these keys during a call to switch between a VoIP and regular call. For example to switch from a regular telephone call to an incoming Skype™ call or to switch from a Skype™ call to an incoming regular phone call.

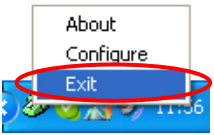
The **Conference Key Sequence** – while on a Skype call and you receive a regular call or while on a regular call and you receive a Skype call, press these keys conference together the two calls.

The **Set Phone Type** selects which softphone you would like to work with.

Press the **Restore Defaults** button if you want to restore all sequences to their factory shipped settings.

Disabling SkyGate

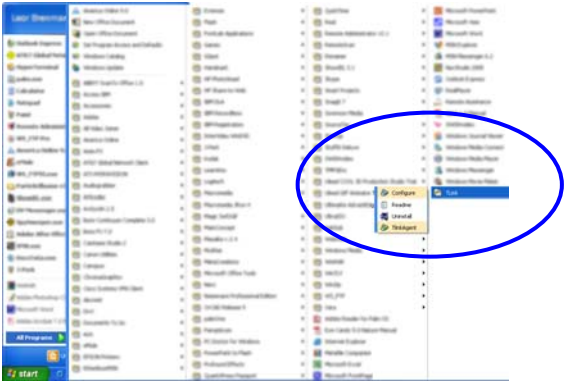
In order to disable SkyGate, right click on the SkyGate agent in the system tray and select Exit as shown below.



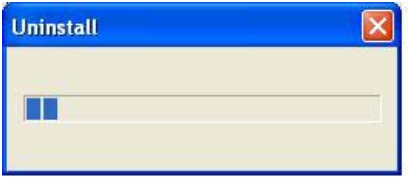
You can now disconnect the SkyGate adapter from the PC.

Uninstall

In order to uninstall the SkyGate adapter, click on the uninstall utility in the SkyGate program group accessed from the Start button -> All Programs ->ARTECH ->SkyGate ->Uninstall.



You will see the uninstall indicator as follows.

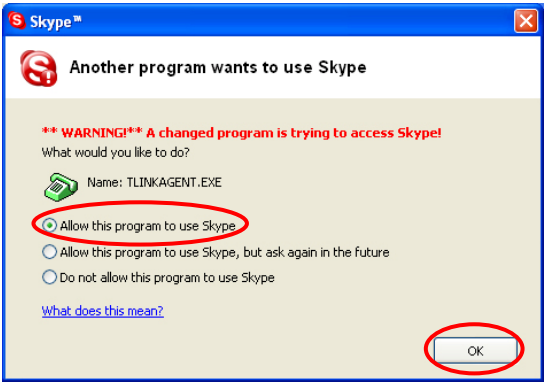


When the uninstall indicator disappears, the un-installation is complete.

Installing a New Version

When you install a new version of SkyGate software, at the

end you will see a slightly different Skype warning message as shown below. Select “Allow this program to use Skype” and press OK as shown below:

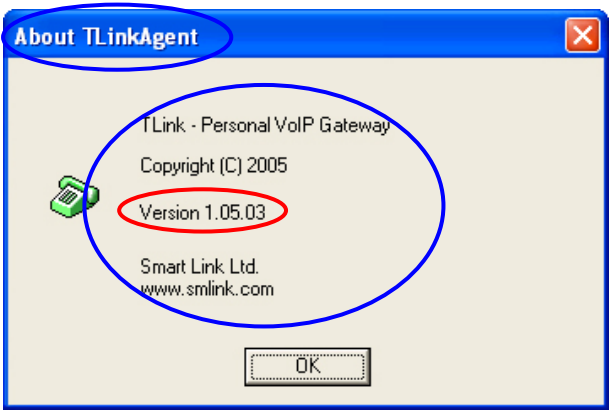

Skype™
Another program wants to use Skype
** WARNING!** A changed program is trying to access Skype!
What would you like to do?
Name: TLINKAGENT.EXE
Allow this program to use Skype
Allow this program to use Skype, but ask again in the future
Do not allow this program to use Skype
What does this mean?
OK

Troubleshooting

The first step in troubleshooting is to read the readme.txt that appears in the SkyGate program group. It contains a list of known issues for the current SkyGate driver version.

To find out the driver version, right click on the SkyGate Agent (green telephone in the system tray) and select About.

You will see the SkyGate Agent About screen below.



Common Fix

If SkyGate was working OK and suddenly stops working properly (e.g. stops responding to incoming rings or you cannot get a VoIP dialtone) try the following:

- Quit the SkyGate Agent (right click on the green telephone in the System Tray and select Quit)
- Quit the Skype application
- Unplug the SkyGate adaptor
- Wait 30 seconds
- Plug in the SkyGate adaptor
- Start Skype
- Start the SkyGate Agent

Wrong Device Installed

If you insert the SkyGate adapter on a Windows XP SP2 PC "prior" to installing the software, the adapter will be incorrectly installed as a Smart Link USB Modem.

Simply proceed to install the SkyGate software and it will resolve the issue and install the adapter properly.

Softphone Version Warning

If you get a Softphone Version Warning from TLink, then you should upgrade your softphone to the latest version. Otherwise, TLink may not operate properly.

SkyGate **does not appear to be responding to incoming calls**

There are several reasons why SkyGate may not function.

- SkyGate may not work properly with some 4 wire (multiline) phones

- Make sure the SkyGate adapter is connected to the PC and SkyGate Agent is running (green phone in the Windows System Tray).
- Make sure the handset is connected to the phone jack on the SkyGate adaptor and not the line jack
- If the Skype™ application was terminated for any reason while the SkyGate agent was running, you will need to exit the SkyGate agent and then restart it.
- Some telephone handsets require a battery to be installed in order to ring. If your handset supports a battery, make sure there is a battery installed and that the battery is not depleted.

Cannot hear dial-tone when I pick up the handset connected to the SkyGate adapter

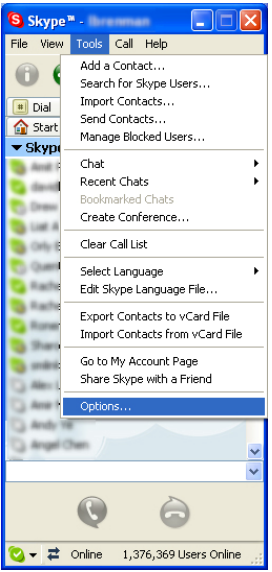
Check to make sure that the handset is connected to the correct jack on the SkyGate adapter

Cannot hear the Skype™ call in telephone handset

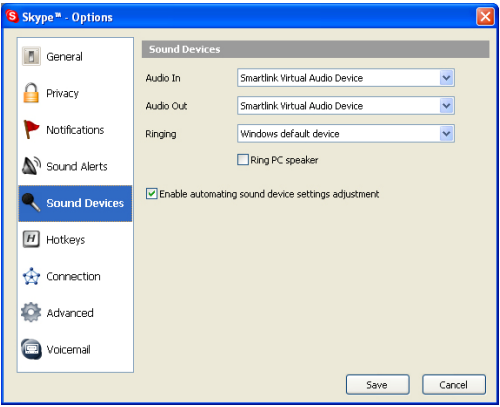
Check to make sure that Skype is configured to use the Smart Link Audio device as it's Audio In and Audio Out Sound Device.

This is done as following:

Select Options from the Skype™ Tools Menu as shown below.



and then select Sound Devices as shown below.



Check the Audio In and Audio Out list boxes and make sure Smart Link Virtual Audio device is selected.

Call Forwarding is not working properly

- Make sure that a telephone cable is plugged into the SkyGate adaptor **line** jack and to the wall phone plug
- Try to dial the telephone number as you have entered in the SkyGate Call Forwarding dialog box
- If you are on a PBX, make sure you have entered enough commas after the 9 (for example) to make sure that SkyGate waits for the dialtone before dialing the telephone number
- Make sure your computer is not going into suspend (sleep) mode. This will prevent forwarding from working

Toll bypass is not working properly

- Make sure that a telephone cable is plugged into the TLink adaptor **line** jack and to the wall phone plug
- Make sure toll bypass is configured properly in the TLink Agent -> Configure -> Call Forwarding tab
- Make sure Skype version 1.3.xx or higher is used on both sides
- Make sure your computer is not going into suspend (sleep) mode. This will prevent toll bypass from working
-